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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope, with sufficient postage, addressed to: Commissioner for Patents, Washington, D.C. 20231, on

OCTOBER 23, 2002

Date of Deposit

David W. Okey, Reg. No. 42,959

Name of Applicant, Assignee or
Registered Representative

David W. Okey

Signature

OCTOBER 23, 2002

Date of Signature

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Technology Center 2100

Our Case No.: 10022/178

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John Brett et al.

Serial No.: 10/029,769

Filing Date: October 19, 2001

For: Method for Implementing Service
Desk Capability

Examiner: N/A

Group Art Unit No.: 2182

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INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56, it is respectfully requested that this Information Disclosure Statement be entered and the documents listed below and on the attached Form PTO-1449 be considered by the Examiner and

made of record. Copies of the listed documents required by 37 C.F.R. § 1.98(a)(2) are enclosed for the convenience of the Examiner.

The references now cited are the following:

U.S. Patent Documents

| No. | Date | Name |
|--------------|---------|---------------|
| 6,177,932 | 01/2001 | Galdes et al. |
| 6,219,648 | 04/2001 | Jones et al. |
| 2001/0047270 | 11/2001 | Gusick et al. |

Other Art

Hiles, Andrew and Gunn, Yvonne, "Creating a Customer-Focused Help Desk: How to Win and Keep your Customers," Chapters 4, 6-7, Copyright @ 2000 Andrew Hiles and Yvonne Gunn, <http://library.books24x7.com>

International Search Report dated September 18, 2002, for corresponding international application PCT/US01/51076.

In accordance with 37 C.F.R. § 1.97(g),(h), this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed to be an admission that the information cited is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b).

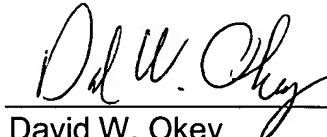
This Information Disclosure Statement is being filed prior to the receipt of the first Official Action reflecting an examination on the merits and hence is believed to be timely filed in accordance with 37 C.F.R. § 1.97(b).

In accordance with 37 C.F.R. § 1.97(e)(1), Applicant(s) hereby certify that each item of the information disclosed in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to filing of the present statement, as evidenced by the date of the enclosed search report.

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Applicant(s) respectfully request that the listed documents be made of record in
the present case.

Respectfully submitted,



David W. Okey
Registration No. 42,959
Attorney for Applicant(s)

BRINKS HOFER GILSON & LIONE
P.O. Box 10395
Chicago, IL 60610
(312) 321-4200



2182

| TRANSMITTAL LETTER | | | Case No. 10022/178 |
|---|---------------------------------|-----------------|------------------------|
| Serial No. 10/029,769 | Filing Date October 19, 2001 | Examiner N/A | Group Art Unit 2182 |
| Inventor(s) John Brett et al. | | | |
| Title of Invention Method for Implementing Service Desk Capability | | | |

TO THE COMMISSIONER FOR PATENTS

Transmitted herewith is Information Disclosure Statement; Form PTO-1449; five cited references; and return post card.

- Small entity status of this application under 37 CFR § 1.27 has been established by verified statement previously submitted.
- A verified statement to establish small entity status under 37 CFR §§ 1.9 and 1.27 is enclosed.
- Petition for a _____ month extension of time.
- No additional fee is required.
- The fee has been calculated as shown below:

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| | Claims Remaining After Amendment | | Highest No. Previously Paid For | Present Extra |
|---|----------------------------------|-------|---------------------------------|---------------|
| Total | | Minus | | |
| Indep. | | Minus | | |
| First Presentation of Multiple Dep. Claim | | | | |

| Small Entity | | Other Than Small Entity | |
|--------------|--------------------|-------------------------|--------------------|
| Rate | Add'l Fee | Rate | Add'l Fee |
| x \$9= | | x \$18= | |
| x 42= | | x \$84= | |
| +\$140= | | +\$280= | |
| | Total add'l fee \$ | | Total add'l fee \$ |

- Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$ _____. A duplicate copy of this sheet is enclosed.
- A check in the amount of \$ _____. to cover the filing fee is enclosed.
- The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this communication or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.
- I hereby petition under 37 CFR § 1.136(a) for any extension of time required to ensure that this paper is timely filed. Please charge any associated fees which have not otherwise been paid to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

David W. Okey
Registration No. 42,959
Attorney for Applicant

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P.O. BOX 10395
CHICAGO, ILLINOIS 60610
(312) 321-4200

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Date: OCT 23, 2002 Signature: David W. Okey

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| | | | |
|---|--|---------------------------------|------------------------|
| FORM PTO-1449 | | SERIAL NO. 10/029,769 | CASE NO. 10022/178 |
| LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT | | FILING DATE October 19, 2001 | GROUP ART UNIT 2182 |
| (use several sheets if necessary) | | APPLICANT(S): John Brett et al. | |

REFERENCE DESIGNATION U.S. PATENT DOCUMENTS

| EXAMINER INITIAL | DOCUMENT NUMBER | DATE | NAME | CLASS/ SUBCLASS | FILING DATE |
|------------------|-----------------|---------|---------------|-----------------|-------------|
| A1 | 6,177,932 | 01/2001 | Galdes et al. | | |
| A2 | 6,219,648 | 04/2001 | Jones et al. | | |
| A3 | 2001/0047270 | 11/2001 | Gusick et al. | | |

| EXAMINER INITIAL | OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.) | |
|------------------|--|--|
| A4 | Hiles, Andrew and Gunn, Yvonne, "Creating a Customer-Focused Help Desk: How to Win and Keep your Customers," Chapters 4, 6-7, Copyright @ 2000 Andrew Hiles and Yvonne Gunn, http://library.books24x7.com | |
| A5 | International Search Report dated September 18, 2002, for corresponding international application PCT/US01/51076. | |

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|----------|-----------------|
| EXAMINER | DATE CONSIDERED |
|----------|-----------------|

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.